

## Responding to Service User Experience to Improve Services

<b>NHS Organisation</b>	<b>HDUHB</b>
<b>Date of Report</b>	<b>OCTOBER 2021</b>
<b>Report Prepared By</b>	<b>LOUISE O'CONNOR – Assistant Director</b>

The [NHS Framework for Assuring Service User Experience](#) explains the importance of gaining service user experience feedback in a variety of ways using the four quadrant model (real time, retrospective, proactive/reactive and balancing). It outlines three domains to support the use and design of feedback methods and is intended to guide and complement service user (patient) feedback strategies in all NHS Wales organisations. NHS organisations are required to evidence that service user experience feedback is gathered and acted upon in all care settings (as applicable).





**Reporting Schedule:** Evidence of how NHS organisations are responding to service user experience feedback to improve/redesign their services is to be reported annually. This form is to be submitted on 30 September to cover the period April 2020 to March 2021. **Return form to:** [hss.performance@gov.wales](mailto:hss.performance@gov.wales)


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<b>Mental Health and Learning Disability Services</b>	<p><b><u>Commissioned Services</u></b></p> <p>We have worked with all Third Sector commissioned services across MH&amp;LD to develop tools to gather qualitative and quantitative feedback from service users and carers. Baseline information is captured at the beginning of the intervention with mid and end point data captured to measure differences and identify any issues.</p>	<p>All service user and carer feedback is discussed at quarterly Contract Monitoring meetings, including examples of good practice and case studies.</p>	<p>Service improvements and changes to services are communicated in a number of ways across the Directorate such as:</p> <ul style="list-style-type: none"> <li>• Working with our Communications and Engagement team on press releases for new service initiatives and service changes.</li> <li>• Utilising social media and Internet platforms across the health board and through partner agencies to promote service initiatives and ask for feedback.</li> </ul>

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			<ul style="list-style-type: none"> <li>• The development of promotional materials such as leaflets, case studies and service user experience videos to highlight best practice and share personal journeys which demonstrate value of services.</li> <li>• We use existing networks and forums to communicate service changes and service improvements to service users and carers such as: <ul style="list-style-type: none"> <li>• WWAMH</li> <li>• Carers Network</li> <li>• LMHPB</li> <li>• Mental health forums across the 3 Local Authority areas</li> <li>• Third Sector forums</li> </ul> </li> </ul>
	<p><b><u>Peer Mentoring</u></b>  We have a range of Peer Mentors/Peer Support Workers who are employed across the Directorate in a voluntary and paid capacity to enhance service provision by providing a lived experience perspective.</p>	<p>We have established a Peer Support Steering Group to bring consistency across the Directorate for all Peer Support Workers/Peer Mentors. Individuals with lived experience are members of the Steering Group and are providing direction to shape our future</p>	


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		<p>service model of Peer Workers including agreeing training packages, Job Descriptions and supervision needs. As part of this work we are looking to develop a Code of Practice to ensure that these roles are on par with Health Care Support Worker roles within the Directorate.</p>	
	<p><b><u>Service evaluation</u></b> All pilot service initiatives are evaluated through a formal process to determine future need and areas for improvement. We ensure that service users and carers are interviewed as part of the process to capture their views, which are taken on board to determine any service changes etc.</p>	<p>The review process takes on board service user and carer feedback and this is used to inform future service models and commissioning processes.</p>	
	<p>All service areas across the Directorate (Adult Mental Health, SCAMHS, LD, Older Adult Mental Health, Psychological Therapies) use a range of qualitative and quantitative outcome measure tools to</p> <p>All individuals accessing Services undertake a baseline assessment and/or midpoint and endpoint depending on length of intervention. Referral and pathway information is captured to identify and track where additional support has been offered and taken up by statutory and Third</p>	<p>Service users and carers and involved in the development of feedback questionnaires. All outcome measures are also linked to sustained recovery and reduction in relapse measures. All measures support individuals in obtaining progressive outcomes and maximising independence.</p>	

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	<p>Sector organisations. Case studies are developed to highlight and capture the impact the service has had. Different services use different outcome measures depending on the type of intervention, for example:</p> <ul style="list-style-type: none"> <li>• Quantitative measurement through satisfaction questionnaires</li> <li>• Qualitative experience of service users and carers</li> <li>• Measurement of engagement pre and post intervention</li> <li>• Various service user service outcomes such as, CORE10, POEM, CORE-OM, PROMS and PREMS</li> </ul>		
	<p><b><u>Governance</u></b></p> <p>The Directorate has a number of Governance Boards established across all service areas such as the Local Mental Health Partnership Board and Regional Improving Lives Programme Board (LD) etc all of which have service users and carers as members. All service changes, service initiatives and funding proposals go through respective boards for engagement and approval.</p>	<p>All service users and carers are supported in their roles to become active members of respective groups. For example WWAMH support service users and carers with mental health issues and RILP support those individuals with Learning Disabilities. This includes support for service users and carers on interview panels.</p>	

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	<p>All Steering Group and Project groups established to improve/transform services include service users and carers on the membership. Any new service specifications or strategies developed are coproduced with service user and carers.</p> <p>Where possible service users and carers are included on interview panels, particularly for posts that work directly to the service improvement agenda.</p>		
<p><b>Children's Services</b></p>	<p>Development and Implementation of the all Wales Paediatric Surveys. Examples below</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">         05 Your Time in Hospital Survey Guide     </div> <div style="text-align: center;">         4-11 years ENG.docx     </div> <div style="text-align: center;">         11 years CYM.docx     </div> </div> <p>The survey are also completed online in the Patient Experience system, examples below.</p> <p>Launch of our Childrens Charter</p> <div style="text-align: center; margin-top: 20px;">         HDUHB Childrens Charter.pdf     </div>	<p>All Feedback is reviewed by senior nurse manager and used for service improvement</p>	<p>You said we did notice boards. Dedicated section in monthly Patient Experience report. Development of regular feedback channel on social media and health board website.</p>

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<p><b>Caring for People with COVID-19</b></p>	<p>Launch of Hywel Dda University Health Board Covid-19 Recovery website.  <a href="https://www.nhs.uk/healthboards/hywel-dda-university-health-board/covid-19-recovery">COVID-19 recovery - Hywel Dda University Health Board (nhs.wales)</a>            Promotion of Welsh Government Covid Recovery App.            Creation of Long Covid EPP course</p> <p>Launch of Mental health support during COVID-19 web site  <a href="https://www.nhs.uk/healthboards/hywel-dda-university-health-board/mental-health-support-during-covid-19">Mental health support during COVID-19 - Hywel Dda University Health Board (nhs.wales)</a></p>		
<p><b>Women and Maternity Services</b></p>	<p>Appointment of Patient Experience Midwife.</p>  <p>100-NMR487-0921_            Patient Experience Mi</p> <p>This post will actively seek the opinion of mothers and their families to inform service development and delivery. Different approaches to engagement will be explored to target vulnerable groups using local strategies and solutions....and will routinely collect qualitative information as described by the All Wales Maternity Performance Indicator</p>	<p>Feedback is reviewed by Senior Midwifery Team and used for service improvement</p> <p>Guidelines, leaflets and information passed through the Maternity Voices Partnership.</p> <p>Maternity voices partnership also has other organisations outside of the health board as members such as breast feeding groups.</p> <p>Audit of women's experience of induction of labour undertaken and</p>	<p>Notice Boards</p> <p>Croeso Newsletter</p> <p>Baby Bump Facebook Groups</p> <p>Maternity Voices partnership provide feedback in the meetings</p> <p>Waiting on feedback from online surveys which will then be posted within the maternity unit as well as on our social media.</p>

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	<p>dataset. This post is pivotal in improving our engagement and feedback.</p> <p>Maternity Voices partnership chaired by service user and coproduced with Consultant midwife. Patient stories are encouraged.</p> <p>3 face book pages covering Carmarthen, Pembrokeshire and Ceredigion areas. Plans in place to amalgamate to 1 to ensure equity across all areas.</p> <p>Women can post their birth experiences on facebook and share photos and thanks. Able to post positive and negative feedback.</p> <p>Several surveys and questionnaires relating to Covid and women's experience birthing through a pandemic have been posted on social media, as well as posters in the maternity unit with QR codes to encourage participation.</p>	<p>shared with obstetric and midwifery staff at labour ward forum.</p>	
<p><b>Prevention Services and Health Promotion.</b> This includes Screening Services</p>	<p><b>Education Programme for Patients (EPP),</b> The team provide a range of free self-management health and wellbeing programmes for people living with a health conditions or for those who care for someone with a health condition.</p>	<p>These programmes continue to be delivered virtually as a result of the pandemic.</p> <p>Face to Face delivery will resume when the team feel it is safe to do so and</p>	<p>Service Improvements are communicated to people accessing the courses at the point of entry and via the EPP website.</p>

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	<p>These programmes are built around feedback from service users and are continually updated using the evaluation feedback of attendees of the courses. Courses are designed to run alongside condition specific patient treatment and education programmes provided by healthcare professionals. The course helps people develop the skills and confidence needed to manage their condition better on a daily basis, making them less dependant on health and social care programmes. Review of participant questionnaires has highlighted some of the benefits EPP courses can have for patients and healthcare professionals. The comparison of before and after measures showed that 4-6 months after completing the course:</p> <p>GP consultations decreased 7%  Outpatient visits decreased by 10%  A&amp;E attendences decreased 16%  Pharmacy visits increased by 18%</p>	<p>inline with current Welsh Government guidance. The programmes currently delivered are listed below:</p> <p>Long Covid  Healthy Aging  Living with Lymphoedema  Cancer: Thriving and Surviving  Know your risk Diabetes self-management  STANCE (Diabetes programme)  5 Ways to Wellbeing  COPD  Motor Neuron Disease  Foodwise for Life  X-Pert Diabetes  Foundation Pain Management  Health and Wellbeing for Carers  Confidence With Continence</p> <p>  EPP Self management menu Ei</p>	

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<b>Primary Care/Community Care Services</b> (not outlined above)	<p><b>Fundamentals of Care Audits</b> Surveys completed on an ongoing basis</p> <p><b>Community care planning</b> is also considered in partnership with patients/families and carers and outcomes reviewed, again to identify areas of good practice/improvement that might enhance the patient journey.</p> <p><b>Leg Ulcer Clinic</b> - information giving is a fundamental part of the care planned in the Community Leg Care Clinics as here "joint working" between nurse and patient is fundamental to the improved healing rates we have seen since starting this service.</p>	<p>Feedback is reviewed by SNM's good practice/areas of improvement are identified and used to improve the service.</p> <p>The results are analysed by the CLN s and team feedback is given and areas of good practice/areas of improvement identified and action plans put in place.</p> <p>Feedback from the clinics is also received and considered by the Special Interest TVN Nurses and used to improve the service.</p>	
<b>Planned Care Services</b> (not outlined above)	<p>Rheumatology new nursing email for patients for direct communication with nursing team</p> <p>We would value your feedback on how you found the service from the department at this time. Please take a few minutes to complete this short survey: <a href="http://ratenhs.uk/L6rcJP">http://ratenhs.uk/L6rcJP</a></p>	<p>Feedback on responses to Scheduled care quarterly meeting.</p>	<p>"You said, we did" notice boards in departments</p> <p>Notice boards</p> <p>Fundamentals of care notice boards displayed in departments.</p>


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	<p>If you would like to say a big thank you to any of the services that you have used (not just rheumatology) then please follow this link: <a href="http://ratenhs.uk/T941G1">http://ratenhs.uk/T941G1</a></p> <p><b>Consultant 360 feedback 2021</b></p> <p>The Planned Care services review a daily brief on issues raised by patients.</p> <p>Patient satisfaction audits are undertaken, which form part of the Fundamentals of Care annual report.</p> <p>PROMS and PREMS campaigns have been undertaken in line with the national rollout programme.</p> <p>Developing digital platforms for collecting PROMS and PREMS. HDUHB is currently adopting Dr Doctor to collate this information.</p> <p>Introducing Patient Knows Best to empower patients to make decisions and gain information about their care plan.</p>	<p>This feedback is used to improve services and the patient experience.</p> <p>Patient's stories are shared with staff to implement change/improvements</p> <p>Linking with Welsh Risk pool for learning.</p> <p>Include patient representation in service group and stakeholder panels.</p> <p>Identifying Carers and signposting to relevant primary care service to identify carer responsibilities as requested from patient feedback.</p>	<p>Anonymised Thank you cards from patients are displayed within departments.</p> <p>Peri COVID use of digital technologies to communicate patient information via Health Board social media and internet site.</p> <p>Investment in digital equipment to aid patient communications.</p> <p>Promotional stands across acute sites to promote services.</p> <p>Provide audit outcomes to patients who volunteered for feedback.</p>

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	<p>Text messaging service that send out PREMS to patients/friends/family following appointments.</p> <p>User satisfaction questionnaire with prepaid envelope on discharge.</p> <p>Positive and relevant feedback collated via Datix entries.</p> <p>Patient Experience Team provides regular feedback via reports, FFT, bespoke Surveys.</p> <p>Senior Nurses and Clinical Managers regularly engage with patients to capture patient experience.</p> <p>Suggestion boxes located in various departments.</p> <p>Media articles and social media to capture informal positive feedback.</p> <p>Visitor's books are located in various departments to enable patient feedback (pre COVID).</p>	<p>Provide Digital translation services through the use of online technologies within departments.</p> <p>Discuss questionnaire outcomes in quarterly department meeting and action any service improvements.</p> <p>Discuss relevant patient experience in Senior Nurse Management Team meeting, Nursing Band 7 Scrutiny meeting and the Quality, Safety and Assurance meetings to identify trends and develop a directorate wide response.</p>	

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<p><b>Emergency &amp; Unscheduled Care</b></p>	<p>The Emergency &amp; Unscheduled Care services review issues raised by patients obtained through multiple feedback mechanisms.</p> <p>Posters displayed in clinical out-patient areas signposting service users to feedback on their experience of services;</p> <p>Service User 'Comment Boxes' in key out-patient areas;</p> <p>Regular Service User Satisfaction questionnaire</p> <p>Adoption of a culture which encourages patients to express any negative feedback through the Health Board 'concerns' process</p>	<p>This feedback helps supports improvement to services and patient experience.</p>	<p>You said, we did notice boards promoted in all departments.</p>
<p><b>Patient Transport</b></p>	<p><b><u>MH&amp;LD</u></b>  <b><u>ST. Johns Cymru Conveyance Scheme</u></b>  We have recently developed a service user questionnaire to capture service user experience. The questionnaire is provided to individuals at the</p>	<p>This is a new initiative which began rolling out in October 2021. Going forward we will review all feedback at regular intervals and discuss the results</p>	

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	<p>end of journey and they can chose to complete on paper or using a QR Code. It provides an opportunity to comment on the journey itself, staff attitudes and comment for service improvements.</p>	<p>directly to the provider to improve service delivery.</p>	
	<p><b><u>Library of Patient Stories</u></b></p> <p>The recording of Patient stories has continued with patients, carers and families through COVID-19 via Microsoft teams. Each story has sub-titles added in large print and the speed and volume of the story is adapted to the respective audience.</p> <p>Patient stories continue to be shared in training sessions to clinical and non-clinical staff and at the Executive Board meetings.</p> <p><b><u>The Patient Experience Team (including PALS)</u></b></p> <p>The team receives feedback from all areas across the organisation, we will be strengthening our relationships with our colleagues in community care and primary care, following the commencement of our next cohort of experience</p>	<p>Real time remedial actions undertaken Instant capturing of feedback</p>	<p>Board Reports (which are available in the public domain). Notice Boards.</p>

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	<p>apprentices who will be starting in September 2021.</p> <p><b>Family Liaison Officers</b></p> <p>Further to the visiting restrictions implemented due to COVID-19 – a need was identified for patients to be able to communicate with loved ones. Family Liaison Officer (FLO) roles were created for acute, community and field hospitals. FLOs also assist patients to complete questionnaires, surveys and general feedback including negative and positive feedback via ipads. We currently have Circa 110 FLO's in post.</p> <p>The Family Liaison Officer Service has been established as a point of contact for patients and relatives to assist with communication and requests for information about care and treatment.</p> <p>The aim of the service is to bridge the gap between hospital and home during a pandemic situation where visiting to the hospital is extremely limited. They will have a role in engagement with patients on the ward, will facilitate a range of patient experience activities</p>		<p>Social Media – press releases – internal email, staff bulletin board.</p>

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	<p>and be key in aiding patients to use interactive equipment and entertainment devices.</p>  <p>Family Liaison Officer HD20200101</p> <p><b><u>Patient Experience Week 2020</u></b> The PALS Team virtually promoted the mechanisms that enables patients to provide their feedback which were promoted. via internal email and social media.</p> <p>The team – where possible due to COVID-19 update hospital and community hospital notice boards - promoting patient feedback mechanisms with bilingual posters with QR codes and leaflets.</p> <p><b>All Wales COVID-19 Wellbeing Survey</b> Hywel Dda University Health Board is supporting a national study which aims to understand how the ongoing pandemic has impacted on the mental health and emotional wellbeing of people across Wales.</p> <p>The study's first survey took place between June and July 2020 and collected responses from 15,000 participants from all over Wales.</p>		<p>Social Media – press releases – internal email, staff bulletin board.</p>


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	<p>The study has now launched its next survey and everyone living in Wales who is aged 16 and above is encouraged to participate.</p> <p>The survey results will be analysed at a national and local level and will be used to guide the NHS in Wales to support the wellbeing of the population over the coming months.</p>		
	<p><b><u>Friends and Family Test (FFT)</u></b></p> <p>FFT was successfully implemented across the health board, and provides important data which is collated and improvements implemented, it</p> <p><b><u>CIVICA – New All Wales Patient Experience Feedback System</u></b></p> <p>The implementation of a new patient experience feedback system is current and will be available in Autumn 2021 – the system incorporates the creation of surveys, demographics and text reply data for all patients as inpatients and outpatients.</p> <p><b><u>All Wales NHS Questionnaire</u></b></p> <p>All Wales Questionnaires are completed by patients supported by Family Liaison Officers and the feedback reported across the Health Board.</p>	<p>The feedback is immediately available to wards/clinics/departments. Examples of feedback and voice messages are reported to Board as part of the Patient Experience monthly report. Service improvements based on feedback have included</p> <p>Responses facilitated and processed via Care Opinion.</p>	

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	<p><b><u>Big Thank You</u></b>  The "Big Thank You" Compliments - during the period, "Big Thank You" nominations are received and Patient Experience Certificates of Appreciation presented to individuals and teams who we have received feedback about. We continue to encourage service users and their carers or family to let us know when someone has made a difference to the experience of the care they have received. We are pleased to see an increase in these compliments.</p> <p><b><u>RL Datix</u></b>  Hywel Dda University Health Board was the first Health Board in wales to fully implement the new version of Datix – (Risk Management &amp; Enquiries System), feedback such as enquiries, negative and positive feedback is recorded and progress and outcomes provided on a regular basis to Directorates, Departments and to various statutory committees and the Executive Board.</p> <p><b>Feel Good Friday</b></p>		<p>Information is shared on designated Carer notice boards. Carer Information shared on global emails.</p>

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	<p>The Patient Experience Team, work across the whole Health Board and each week they are inundated with supportive comments from patients, families, and their carers about the care they have received from the staff of Hywel Dda University Health Board. These comments are collated from various sources including The Big Thank You, The Friends and Family Test, new Compliments System and the Your NHS Wales Experience Survey. The comments are shared every Friday across the health board.</p> <p><b><u>Carer Leads</u></b></p> <p>Carer lead roles have been introduced to the HB working in partnership with the third sector. The carer leads work closely with the PALS service and collate patient/carers feedback.</p>		
<p><b>Corporate Engagement Team</b></p>	<p><b>Siarad Iechyd / Talking Health</b></p> <p>The Siarad Iechyd /Talking Health involvement and engagement scheme was launched in November in 2011. The scheme, which now has a membership of 1,100, provides the Health Board with mechanisms to inform, involve, communicate and engage with local people, staff and partners.</p>		

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	<p>Siarad Iechyd/Talking Health members receive up-to-date information about the Health Board and opportunities to influence and shape services. Members are provided with opportunities to become involved in various activities by subscribing to/ commenting on:</p> <ul style="list-style-type: none"> <li>• Questionnaires/Surveys</li> <li>• Readers' Panel</li> <li>• Focus Groups</li> <li>• Local and national consultation documents</li> </ul> <p>Over the past year, Siarad Iechyd/Talking Health Members also received information about:</p> <ul style="list-style-type: none"> <li>• Vacancy for a Vice-Chair and Members - Digital Health and Care Wales</li> <li>• Vacancy for an Independent Member Third Sector and Independent Member Community</li> <li>• Vacancy for an Independent Member Finance - Hywel Dda University Health Board</li> <li>• Launch of Connect to Kindness</li> <li>• COVID-19 Recovery Poster</li> <li>• Llanelli residents urged to get tested if they have Covid 19 symptoms</li> <li>• Public Health Wales - Research Project</li> </ul>		


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	<ul style="list-style-type: none"> <li>• Pharmaceutical Needs Assessment Engagement</li> <li>• Carers Wales Virtual Wellbeing Day</li> <li>• CAVO Virtual Volunteering Fair</li> <li>• Invitation to be a part of Public Health Wales Research Project</li> <li>• Invitation to be a part of Engage Britain Community Conversations</li> </ul> <p><u>Questionnaires/Surveys</u></p> <p>Members can choose to comment on questionnaires or surveys to share their views by either completing a paper copy or online. Members willing to undertake surveys provided their views on:</p> <ul style="list-style-type: none"> <li>• Carers Wellbeing Survey</li> <li>• NHS Wellbeing Survey</li> <li>• CHC Winter Planning Survey</li> </ul> <p><u>Readers' Panel</u></p> <p>Members can choose to sign up to the Readers' Panel to comment on how to improve the Health Board's and partners' written information, such as leaflets, to make sure the publications are clear</p>		

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	<p>and easy for patients and the public to understand. Members have reviewed leaflets including:</p> <ul style="list-style-type: none"> <li>• Nurse Led Telephone Follow Up Clinic for Gynaecology Oncology Patients – Patient Information Leaflet</li> <li>• Medication Review Leaflet</li> <li>• Low Molecular Weight Heparin – Patient Information Leaflet</li> <li>• Taking Part in Research Leaflet</li> <li>• Hypnotics and Anxiolytics Patient Leaflet</li> <li>• Oncology Patient Leaflet</li> <li>• Patients Taking Oral Chemotherapy – Information Leaflet</li> </ul> <p><b><u>Rebranding of Siarad Iechyd/Talking Health</u></b></p> <p>It was felt the scheme could benefit from rebranding with new logos. This resulted in two logos being designed one for Siarad Iechyd/Talking Health the other for the Readers' Panel.</p> <div style="text-align: center;">  </div>		

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	<p><b><u>Future of Siarad Iechyd/Talking Health</u></b></p> <p>The Engagement Team undertook an internal review of the future of the Siarad Iechyd/Talking Health scheme. The Team felt that scheme members still have an important role to play in influencing and shaping local health services. A review of the scheme provided the team with the opportunity to effect some key changes to make the scheme more relevant to members and an appropriate mechanism for the future development of health services going forward during these rapidly changing times.</p> <p>For members to feel the benefit of being part of the scheme, messages regarding the scheme need to be simplified and the sign-up form has been streamlined to reflect that.-</p> <p>Members can now choose to:</p> <ul style="list-style-type: none"> <li>• Receive information</li> <li>• Share their views (involvement)</li> <li>• Be part of a Reader's Panel to ensure that Health Board leaflets and other publications are user friendly</li> </ul>		

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	<p>These broader categories encompass the previous criteria, as well as retaining the Readers' Panel which is an invaluable resource for many of our services which want to test how user friendly their leaflets and literature are.</p> <p>The team identified the need to emphasise that one of the main benefits of the scheme is that members will receive up-to-date news about local health services 'hot off the press', which might be particularly relevant during the current Covid 19 pandemic and its impact on services.</p> <p>The project pages on Have Your Say / Dweud Eich Dweud sites demonstrate the value of being a member of the scheme as well as its importance to the Health Board. The site also encourages recruitment to the scheme with a link to the sign-up form, while Tractivity checks the accuracy of prospective and existing members' contact details and help the team to identify gaps in stakeholder representation.</p> <p><b>Digital Engagement Platforms</b></p>		

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	<p><b>Tractivity</b><sup>®</sup></p> <p>In April 2020 the Engagement Team commissioned the online stakeholder Management System Tractivity.</p> <p>During 2020-21 stakeholders across the Hywel Dda UHB area have received the following information:</p> <ul style="list-style-type: none"> <li>• National EU Transition Bulletin for Hywel Dda Health Board Staff</li> <li>• Llanelli residents urged to get tested if they have Covid 19 symptoms</li> <li>• Pharmaceutical Needs Assessment Engagement</li> <li>• Carers Wellbeing Survey</li> <li>• CHC Winter Planning Survey</li> <li>• NHS Survey of Children &amp; Young People</li> <li>• Welsh Government – TikTok Don't invite Coronavirus around this Christmas</li> <li>• COVID 19 Easy Read and BSL Video</li> </ul>		

	<p><b>What has your organisation done to encourage feedback from service users on their experience of your services?</b></p>	<p><b>What has your organisation done to respond to service user feedback to improve/redesign your services? Please provide examples of improvements.</b></p>	<p><b>How have you communicated improvements to your service users? e.g. 'you said, we did' notice boards, social media, posters</b></p>
	 <p>In April 2020, the engagement team commissioned the online engagement tool, EngagementHQ by Bang the Table.</p> <p>The tool offers a wealth of interactive tools such as polls, surveys and forums to enable the public and health board staff to be involved in a wide variety of projects and events at their convenience. The tool has enhanced our existing methods of engagement and enabled us to do more targeted work with different services and teams.</p> <p>The engagement team set up the Health Board's Have Your Say and Dweud Eich Dweud platforms which went live in January 2021.</p> <p>The platforms are used to promote the engagement team's involvement scheme, Siarad Iechyd/Talking Health, and the health board's Stakeholder Reference Group.</p> <p>The health board's use of this tool has been particularly well timed given the restrictions</p>		

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	<p>imposed by the COVID-19 pandemic and the limited scope for face-to-face interaction for the foreseeable future. However, the team is aware that alternative methods to digital engagement will always be needed to avoid digital exclusion.</p> <p><b>Community Health Council Services Planning Committee</b></p> <p>The team works closely with the CHC around service planning and changes to ensure the Health Board is aware of the priorities and expectations of the CHC around service changes within its area. Early involvement ensures a robust approach to engagement or consultation is agreed and implemented effectively.</p> <p><b>Opportunities for Engagement</b></p> <p>The Engagement Team actively supports opportunities to engage with staff, patients and carers as these opportunities present themselves. During 2020/2021 there were limited opportunities for engagement face to face due to the COVID-19 Pandemic. Engagement opportunities have been mainly promoted by sending information out to stakeholders (using</p>		

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	<p>Tractivity stakeholder management tool) and online on Have Your Say / Dweud Eich Dweud. Online engagement will not replace traditional methods of engagement. Individuals are able to receive hard copies of documents and questionnaire including providing feedback in writing or by telephone.</p> <p><b>County-based Work</b></p> <p><b><u>Capital projects</u></b></p> <p><b>Bronglais CDU</b> - The aim of the redevelopment of the Chemotherapy Day Unit at Bronglais Hospital is 'to ensure that a safe, local and fit for the future solution is implemented for the delivery of chemotherapy (and associated medicines)'. The Engagement Team is a member of the Project Group to advise and support with the engagement requirements for the scheme in conjunction with the Project Group, and jointly (with the communications team) prepare and support a Communications and Engagement Plan.</p> <p><u>Carmarthenshire</u></p>		

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	<p>The engagement officer for Carmarthenshire provided the County Director with the following reports:</p> <ul style="list-style-type: none"> <li>• Llandovery Hospital Engagement Feedback Report. This report will be considered to inform the future development of Llandovery Hospital into a vibrant resource for the community.</li> <li>• Asset Mapping Report – Engaging with our Communities (Carmarthenshire) Engagement Report. The findings of the report will be considered to inform the direction of future transformation work in the county.</li> </ul> <p><u>Ceredigion</u></p> <p>The senior engagement officer covering Ceredigion maintained links with partner organisations in the county with 'Understanding our Communities Sub Group' which is a sub group of Ceredigion Public Services Board. It is a multi-agency group looking to work with communities to have a better understanding of their physical, social and natural assets and which is looking as a long term aim to move towards a model of co-</p>		

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	<p>design and production of services, that prioritises active participation and intergenerational activities.</p> <p><u>Pembrokeshire</u></p> <p>The engagement officer for Pembrokeshire has been working with the county team to deliver their Integrated County Plan by advising and supporting them to develop a plan for continuous engagement. The officer also attends quarterly Healthier Pembrokeshire Operational Forum meetings, comprising representatives from the health board, local authority, third sector and community groups, to identify engagement opportunities.</p> <p>The engagement team will continue to work closely with the County Directors to develop robust engagement plans to deliver the respective county plans.</p> <p><b>Service Work</b></p> <p><u>Phlebotomy</u></p> <p>In order to follow Welsh Government guidance as a consequence of COVID-19 and the necessity for social distancing, the Pathology Service was</p>		

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	<p>required to make changes to the way Phlebotomy Services had previously been provided.</p> <p>The Engagement Team worked with the service to develop a questionnaire to find out how patients felt about the changes, including the environment, parking and ease of access to the service, and any suggestions for improvement. The questionnaire was shared with patients attending the Phlebotomy Clinic at the Antioch Centre in Llanelli during January/February 2021.</p> <p>The Engagement Team uploaded, collated and evaluated the feedback and developed a feedback report for the service. The feedback report will be used to improve existing services and to help inform the development of future services.</p> <p><u>Service advice and support</u></p> <p>The team provides expert advice and guidance around survey design and development.</p> <p>During 2020/21, the team provided support and advice to other teams with surveys which included:</p>		

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	<ul style="list-style-type: none"> <li>• EPP project with Syrian refugees</li> <li>• COVID-19 Charitable Funds Application - Feedback survey</li> </ul> <p>Support teams with access to the corporate Survey account and running off reports, including:</p> <ul style="list-style-type: none"> <li>• Covid staff survey by Research and Development;</li> <li>• Charities Pet competition</li> <li>• Pathology User survey</li> <li>• Sexual health services surveys</li> </ul> <p><u>Pharmaceutical Needs Assessment (PNA)</u></p> <p>The engagement team supported and advised on engagement in the development of a Pharmaceutical Needs Assessment (PNA)</p> <p>In order to gain the views of the public on pharmaceutical services, to prepare a draft Pharmaceutical Needs Assessment for Hywel Dda UHB, a questionnaire was developed and made available via SurveyMonkey with options to complete on a paper form or over the telephone from 12th November to 10th December 2020. The</p>		

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	<p>questionnaire was promoted through the Health Board's website, on all social media platforms and a press release was issued encouraging participation.</p> <p>Each pharmacy was provided with 20 paper versions of the questionnaire (1,980 in total) with a freepost envelope for issue to patients, and 100 flyers (9,900 in total) were provided to be attached to prescription bags with QR codes to link to the survey as well as the website address for completion, and a contact number to request a paper version.</p> <p>The questionnaire was also sent to a wide range of stakeholders by the Health Board's Engagement Team. This included approximately 1,100 paper versions to stakeholders such as Siarad Iechyd/Talking Health Members, Town and Community Councils, Care Homes, Nurseries, Colleges, Women's Institutes, etc and approximately 1,100 by email to stakeholders such as Siarad Iechyd/Talking Health Members, County Voluntary Councils, Youth Councils, Young</p>		

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	<p>Farmers, Community Transport, 50+ Forums, Merched y Wawr, Housing Associations etc.</p> <p>There were 1,370 responses to the Public Engagement survey, 937 were completed online and 433 completed paper versions. 40 people completed the survey in Welsh</p>		
<p><b>Planned Care Services</b> (not outlined above)</p>		<p>Feedback on responses to Scheduled care quarterly meeting.</p> <p>This feedback is used to improve services and the patient experience.</p>	<p>"You said, we did" notice boards in departments</p> <p>Notice boards</p> <p>Fundamentals of care notice boards displayed in departments.</p> <p>Anonymised Thank you cards from patients are displayed within departments.</p> <p>Peri COVID use of digital technologies to communicate patient information via Health Board social media and internet site.</p>

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		<p>Patient's stories are shared with staff to implement change/improvements</p> <p>Linking with Welsh Risk pool for learning.</p> <p>Include patient representation in service group and stakeholder panels.</p> <p>Identifying Carers and signposting to relevant primary care service to identify carer responsibilities as requested from patient feedback.</p> <p>Provide Digital translation services through the use of online technologies within departments.</p> <p>Discuss questionnaire outcomes in quarterly department meeting and action any service improvements.</p> <p>Discuss relevant patient experience in Senior Nurse Management Team meeting, Nursing Band 7 Scrutiny meeting and the Quality, Safety and Assurance meetings to identify trends</p>	<p>Investment in digital equipment to aid patient communications.</p> <p>Promotional stands across acute sites to promote services.</p> <p>Provide audit outcomes to patients who volunteered for feedback.</p>

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		<p>and develop a directorate wide response.</p>	
	<p><b>Audiology:</b>            Patient feedback/suggestion forms recently introduced at all Audiology main sites.</p> <p>Paediatric Audiology feedback survey completed (September 2021) for compliance with the Audiology All Wales Quality Standards audit</p> <p>Adult Audiology feedback survey will be completed (September 2022) for compliance with the All Wales Quality Standards audit.</p> <p>Patient Advisory and Liaison Service provide regular feedback.</p>	<p>Notice boards with information requested from patients displayed in departments.</p> <p>Survey outcomes discussed with Paediatric Audiology Team and action any issues.</p> <p>Survey outcomes discussed with Audiology Team and action any issues.</p> <p>Staff advised of any positive / negative feedback at quarterly staff meetings</p>	<p>Results planned to be uploaded to departmental webpage</p> <p>Discuss feedback/suggestions in quarterly department meetings and action any service improvements. Audit results shared with ENT Consultant body</p> <p>Results planned to be uploaded to departmental webpage</p> <p>Where appropriate, patients contacted and feedback discussed.</p>
	<p><b><u>T&amp;O</u></b>            The Patient Experience Team are actively promoting 'Big Thank You' compliments from patients via their online feedback page. Compliments received trigger a certificate to the</p>	<p>This feedback is used to improve services and the patient experience.</p>	

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	<p>team/staff member themselves accompanied by a photo of them being presented with the certificate.</p> <p>Patient experience/user satisfaction feedback around the use of the Attend Anywhere digital platform is captured.</p> <p>Digital platforms for collecting PROMS and PREMS have been developed for post operative hip and knee patients. This is being further rolled out for upper limb patients. HDUHB has adopted DrDoctor in order to collate this information.</p> <p>Positive and relevant feedback collated via Datix entries.</p> <p>Patient Advisory and Liaison Service provide regular feedback.</p>	<p>Linking with Welsh Risk pool for learning.</p> <p>Learning from Events cases are discussed at T&amp;O Departmental Meetings to share learning and help improve services.</p>	
	<p><b><u>Endoscopy:</u></b> Daily brief undertaken in the endoscopy units to communicate any patient issues to staff.</p>	<p>Patient feedback is used to improve endoscopy services and is fed back to staff during endoscopy staff meetings.</p>	<p>'We asked, you said we did' notice boards displayed in all endoscopy patient waiting areas.</p>

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	<p>Patient satisfaction audits undertaken for endoscopy, available also in electronic form, which form part of the fundamentals of care annual report and are fed back at endoscopy user group meeting.</p> <p>Feedback obtained through Bowel screening Wales patient satisfaction surveys.</p> <p>Complaints and compliments discussed monthly at endoscopy Governance meetings.</p> <p>Developing endoscopy website for patients to gain access to a virtual tour of the unit patient information and other resources.</p>	<p>Patient experience discussed at endoscopy user group meeting and actions taken.</p> <p>Patient experience discussed in Band 7 scrutiny meetings.</p>	<p>Patient feedback displayed on notice boards in all endoscopy waiting areas.</p> <p>Patient waiting times with DNA and CNA data displayed in all endoscopy waiting areas.</p> <p>Investment in digital equipment to aid patient communication and feedback.</p>
	<p><b><u>OPD HBW Services</u></b></p> <p>Senior Nurse and Senior Sisters engage with patients within the department, to enquire about their individual experience within outpatients.</p>	<p>The requester of information will offer immediate response to concerns/compliments/suggestions and will deal with any feedback in a concise response of action needed and signpost to PALS/ operational management for</p>	<p>The ENVOY system used for collecting PREMS/PROMS for OPD does not give qualitative feedback regarding the nursing service, only about the speciality that have served them. So departmental</p>

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	<p>OPD investors in Carers service (Bronze status)</p> <p>OPD Health Care standards audit</p>	<p>further support on improvements and suggestions.</p> <p>Enabling carers to be recognised for the input they deliver at home and seek support from the local authority in supporting their caring role at home</p> <p>Patient Feedback used as a measurement for changes required/suggested to enhance the patient experience.</p>	<p>interaction is our best recording of concerns/complaints/suggestions. We will provide feedback individually or by presentation in "we asked, you said, we did" information on notice boards and display positive feedback on notice boards.</p> <p>Poster displays highlighting carers champions to allow referral.</p> <p>Information regarding improvements displayed on patient information boards.</p>
	<p>Links for self-management/patient information national web sites within the e-mail signature to services generic e-mail accounts following e-mail contact from a service user. Embedded in this signature is also a link for the patient to submit their feedback of their experience.</p>	<p>The feedback is used to improve services and the patient experience. This generic e-mail was piloted in one area of a service before rolling out across the whole HB service, following positive patient feedback.</p>	<p>Feedback is included in the weekly 'feel good Friday' newsletter, which is circulated on global e-mail across the HB, printed and displayed in departments.</p>



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	<p>Service user engagement with the MQEM (Macmillan Quality Environment Mark) Breast unit WWG</p>	<p>Macmillan Quality Environment Mark (MQEM) retained</p>	<p>meeting. The Mark will be displayed in the waiting area of the breast unit.</p>
	<p><b><u>Pain</u></b> Undertaken collection of PROMS and PREMS for the Biopsychosocial Service (Pain Management)</p> <p><b><u>Rheumatology</u></b> NHS Wales Questionnaire sent via SMS has returned very positive comments for Rheumatology</p>	<p>Information is shared within the team and used to inform future service improvements</p>	<p>Regularly updating the Restarting Services pages on the Health Board Internet page to inform service users of regular updates and improvements to the service.</p>